

E-mail Subject: PSC Support Update

* This message is being sent to all *EDFacts* Submitters - also available online at www.ed.gov/edfacts/support.html *

ERS Scheduled Outage on Friday Evening

To perform system upgrades and maintenance on the *EDFacts* Reporting System (ERS), ED will conduct a scheduled maintenance outage from 7PM to midnight EST on Friday, 8/13/2010. ERS will not be available for access during this period.

New! Viewing All Tickets for your State in the PSC Self-Service Portal

In response to requests from states, we have modified the PSC Self-Service Portal to include a new feature that allows a state user to view all the PSC tickets submitted by their state (previously a user could only view the PSC tickets they had personally submitted). To access the new feature:

1. Login to the PSC Self-Service Portal at: <http://etss-trackit.2020llc.com/tiweb>
2. From the Home page, click on Manage Work Order Requests for Your State

An updated version of the PSC Self-Service Portal User Guide is attached for your convenience.

If you do not yet have access to the portal, please contact your *EDFacts* Coordinator in order to request a user account from the PSC (see previous editions of the PSC Support Update).

Opportunity for Input on How SY 2010-11 Data is Collected

At last week's NCES Summer Data Conference, Barbara Timm and Bobbi Stettner-Eaton presented two *EDFacts* sessions on Friday. The sessions, entitled "The Next *EDFacts* Collection" and "Implementing the Next *EDFacts* Collection," contained valuable information for *EDFacts* Coordinators as we move into SY 2010-11 and beyond. The PowerPoint presentations from those sessions are attached to this email.

The slides from the second session include several collection issues that have not been resolved. ED would appreciate any suggestions or comments regarding preferred methods of collection. Please send any input to PSC via e-mail by Monday, 8/23/2010.

Register for the 8/31/2010 PSC Online Meeting with States (Webinar)

This month's meeting is being held later than usual to accommodate a *special agenda item to walk users through the CTE file submissions* which will be accommodated in the ESS release in October.

The purpose of this online meeting is to convey what states need to know about using *EDFacts* effectively including an update on PSC support, insight into recent state issues/solutions, what is on the horizon for *EDFacts* users, and the opportunity to pose questions to PSC management. Please keep your questions related to issues of general interest to all the states.

Webinar Date: Tuesday, August 31, 2010, from 3:00 – 4:00 PM EST

Please register using the following link:

<https://www1.gotomeeting.com/register/130755609>

After registering, you will receive a confirmation email containing the toll-free phone number and website link for joining the Webinar.

Upcoming Due Dates and Reminder to Update SSP as Necessary

No additional ESS files due in August

8/31/2010 - Updates for SY2008-09 CCD One-Year-Later Data

The Common Core of Data (CCD) at NCES is planning to update the 2008-09 state level Membership and Staff FTE data (so called one-year-later data) which will become the permanent and official statistics for state level counts. Please review your SY2008-09 state level Membership and Staff FTE data in *EDFacts* and make any necessary corrections by 8/31/2010. If your current data are accurate, no action needs to be taken. Data submitted after 8/31/2010 will NOT be used for the official 2008-09 statistics.

9/30/2010 - SY2009-10 Files Due

N/X028 Computer

N/X132 School End of SY Status

NOTE: When a state is granted an extension request to submit a specific file later than the due date, this does not imply that the due date itself will change. LEAD015 in ERS will calculate timeliness and completeness based on the established due date (or due date + 7 days beginning with SY2009-10 files due September 30). See TIP0002 for more information.

EDFacts System Status

This is to provide the current status of the EDEN Submission System (ESS) data:

ESS Status (weekly statistics from Wednesday to Wednesday)

System Status: ESS system is up and running

Files Received: 109

Files Processed: 57 (7 superseded, 45 had errors)

Average File Processing Time: 3 minutes, 47 seconds

Support Issues, Solutions, and Metrics

The following is provided to give you some insight into issues being handled by your Partner Support Center (PSC):

New Issues Affecting Multiple SEAs

1. EMAPS: A state reports that they are unable to get the status 'Ready for ED' to save in their EMAPS SY 2009-10 State Submission Plan for the following: SEA level of N/X089 – Children with Disabilities Early Childhood, SCH level of N/X059 – Staff FTE. PSC verified that after going in and setting the status for these files to 'Ready for ED' they would not save, and would display as 'Data in ESS' every time the SSP process was saved, closed, and then re-opened. Status: Ticket is escalated to the SI Team for trouble-shooting and resolution.
2. ESS: Does ED have a categorization of school type – e.g. high school? If so, what are the categories that they recognize (including "other")? The user is not aware of anything collected through EDFacts (or CCD non-Fiscal) where SEAs report that a school is High School (or middle, elementary, etc.). Does PIMS or CCD do something in-house to categorize schools that could be shared? Status: No, within EDFacts we don't categorize schools this way and there is no Department-wide definition or other standard definition that categorizes schools in this way. There was an effort to classify GFSA data into Elementary, Middle and High school classifications in the past, but it was never implemented due to the difficulties encountered in standardizing this across states.
3. ESS: What data will be collected about School Computers (N/X028) next year and how? According to the new OMB package ED is deleting the Computer table (DG525) and replacing it with Computer Equipment table (DG744). When I look at DG744 in attachment B3 it says that Category Set A will include Equipment and Internet Access. When I look at Categories in attachment B4 it shows only Internet access and still shows DG525. What is the new category Equipment going to have for permitted values? And are the new Internet access permitted values going to be High Speed Connectivity and Less Than High Speed Connectivity. No changes have been made right now for our upcoming collection for technology, so if I could get an answer quickly, I could probably get this collected for 2010-2011. Status: The typo errors will be corrected in the final guidance. Here are the changes to expect. For the Computer Equipment Table, the category Equipment will have two permitted values: computers and other devices. The category "internet access" will have two permitted values: high-speed and less than high speed.

New or Updated Knowledgebase Solutions (in attached files)

1. TIP0023: Understanding the reporting of high schools offering PK
2. TIP0024: Determining the student Language Code using the ISO standard

Average Time to Resolution (excluding weekends, 6 week rolling average)

Tickets requiring escalation:	22.16 days
Tickets not requiring escalation:	0.87 days

Thank you,
PSC

EDFacts Partner Support Center
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For general feedback on PSC support, contact:
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